CenturyLink® Prism™ TV

Quick User Guide

Please keep this handy
for all your Q&As.

CenturyLink® prism™

CNTL13-1042

YOUR GUIDE TO WHAT'S INSIDE.

Enjoy your CenturyLink® Prism™ experience.

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Questions? We're here to help. **Visit: channel 411 | See back cover for contact information.**

Using Your Remote Control.

Take a few moments to get to know your remote control and buttons. We'll be referencing them throughout this guide.

- Record what's on TV in a snap.
- Replay what's on TV in a flash.
- View all Video On Demand options in an instant.
- Control your personal settings.
- Return to last screen.
- Exit from menu screen to TV.
- View the interactive program guide, with a live picture-in-picture window.
- Edit text on your program search screen by keyword, title, or subject.
- Fast-forward 30 seconds through programming.
- Check all of your DVR options in an instant.
- Access Facebook, Yahoo! Sports, Picasa and more with the App Center.
- Navigate channels, menus, and screens using arrows.
- View program info on plot, actors, ratings and recommendations.
- View your phone call log.
- Flip to the last 5 channels in a click.

How to set up your remote:

1 Press and hold SETUP until the mode key blinks twice.

SETUP

2 Press the mode key for the device you wish to set up (please initially start with the TV). The mode key will stay lit.

TV DVD AUX

3 Press and hold the OK key. Release the OK key when your device turns off.

OK

4 Repeat Steps 1-3 for each applicable device (DVD and AUX).

If you encounter any issues with your device setup, refer to the MXv4 IR Remote Control User's Guide for additional setup instructions/options (see Setup Methods A and B). For MXv4 RF remote control setup instructions, please refer to the MXv4 RF Remote Control User's Guide that came with your remote. Remote Control User's Guides are also available on centurylink.net/prism/help.

Getting Started.

The TV basics.

1 Turn on your TV and **POWER** on your remote (make sure STB mode is selected).

Interactive Program Guide.

Now finding what you really want to watch is easier than ever. Search through all of your channels with the push of a button.

1 Press **GUIDE** to see show listings.
2 Use the arrow buttons to scroll through channels.
3 To view more details, highlight a program and press **INFO** again to return to guide.
4 Press "Exit to TV" to return to the program you were watching.

Using Your Whole Home DVR.

Whole Home DVR. DVR in every room. Brilliant.

Upstairs. Downstairs. Living room. Bedroom. Whatever room you want to watch it in – Whole Home DVR lets you. It turns your entire house into an entertainment venue.

Recording with your DVR.

- In **GUIDE** mode, use the arrow buttons to scroll through shows, and record any show, current or future, simply by pressing **RECORD** (a red dot will appear after the show title in listings).
- Access recorded shows by pressing the **RECORDED TV** remote button or by selecting RECORDED TV from the main menu screen.
- You can also record an entire TV series by pressing **RECORD** a second time.
- To cancel a recording, press **RECORD** a third time.

TIP

You can also record instantly by pressing **RECORD** while watching another program.

Don't have Whole Home DVR and would like to upgrade? **Please refer to back cover for the contact number.**

NOTE

Subscription to Whole Home DVR required or to qualifying TV plan that includes it.

Pause, play, rewind and replay live TV.

- Pause a live TV show for a snack, then resume playing where you left off – even skip commercials after you've paused TV.
- Press the **REW** button to rewind or press it 2 or 3 times to increase rewinding speed.
- Missed something? No problem, press **REPLAY** to back up 7 seconds.
- If you've paused or replayed live TV, or you're watching recorded content, you can use the **FF** and **SKIP** (depending on your remote) buttons to go forward if you have not changed channels.
- **FF** can also be pressed 2 or 3 times to increase speed.

How to program your DVR remotely.

Working late? Out of town? Whatever your excuse, now you can manage your DVR library, set recordings and customize your online guide from any mobile device or Internet-enabled PC.

To record from the Prism mobile app:

1 Launch the app.

2 Press "Guide."

3 Choose a category or watch live TV.

4 Press the show you would like to record.

5 Press Record Show or Record Series.

To record a program remotely:

1 Visit your CenturyLink home page (see back cover for URL).

2 Select Prism TV under the Home drop down or click the Manage Your Prism DVR Online remote control image.

3 Select the program you wish to record/manage.

4 On the Details screen, choose to record this show or entire series.

5 Add space to the end of the program's scheduled end time if needed.

6 Choose Save Recording.

7 The guide will highlight the program and label with **REC.**

To delete a recording:

1 Select the recorded program.

2 Choose Cancel Recording from the Details screen.

Find-It-Fast Navigation®.

Easily find what you want, when you want.

Quickly search for shows by title, category and actor – watch or record them to your DVR at the push of a button. It's that simple.

1 Press MENU, then scroll down to **SEARCH** and press OK.

2 To search, select letters using the arrow buttons to spell out title, category, or even actor, and press OK.

3 A list of results appears as you type; use the arrow buttons and highlight a show for playing times.

4 Press OK to view the program or press **RECORD** to record it on your DVR.

TIP

Miss part of the show? Press INFO while watching a program to see additional upcoming showtimes.

Picture-In-Picture Navigation.

See what's playing on one channel while watching another.

1 While watching TV, press the up/down arrows to view a second picture-in-picture window of what's on other channels.

2 Press INFO to see program details.

NOTE

You can even view picture-in-picture while searching through the guide.

Create a Favorites List for your favorites.

Check what's playing on all of your favorite channels fast.

1 Press ENTER, on the lower right of the remote.

2 From **Viewing Options** menu use the arrow keys to highlight **Change favorites,** then press OK.

3 Use the arrow keys to highlight a favorite channel from the available list. Press OK to add the channel.

4 To store your favorites, use the arrow keys to highlight **SAVE** and press OK.

5 To **VIEW** your favorites

(A). Press ENTER on the lower right of the remote.

(B). From **Viewing Options** menu, use the arrow keys to highlight **View favorite channels,** then press OK.

6 To **EDIT** your favorites

(A). Press ENTER on the lower right of the remote.

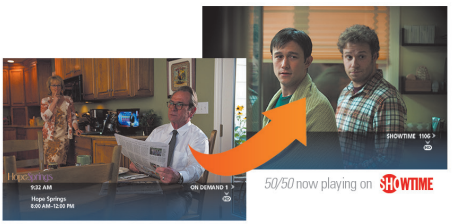
(B). From **Viewing Options** menu, use the arrow keys to highlight. **Change favorites,** then press OK.

(C). Use the arrow keys to highlight channels from the available list. Press OK to check (add) or uncheck (subtract) a channel.

(D). To store your edited favorites, use the arrow keys to highlight **SAVE** and press OK.

Warp-Speed Channel Change.

There's virtually no lag time between one channel and the next.



Multi-View.

4 shows. 1 screen.

- Multi-View lets you keep an eye on four different shows in a specific genre – all on one screen – at one time.
- Access the Multi-View Application through the App Center by pressing **GO INTERACTIVE** on the remote. Use arrow buttons to scroll to Multi-View. Use the down arrow to access Multi-View. Use left/right arrows to highlight category. Press **OK** to launch category.
- Once in Multi-View, use the up/down arrows to scroll between available channels.
- Press **ENTER** to choose the channel you'd like to see on the larger screen. To exit to regular programming, press **EXIT TO TV** and the channel that's on the Multi-View screen will become full screen.
- To access Prism News, Prism Sports, and Prism Kids by their designated channel, please see the identified chart.

Prism News	701 or 201*
Prism Sports	327 or 601*
Prism Kids	702 or 301*

**Channels may vary per market.*

Prism On Demand.

Watch what you want, when you want, with more entertainment On Demand.

We make it easy to access Prism On Demand. Many programs are available **FREE.** And if there's a charge, it's simply added to your monthly bill. No hassles and no late fees. You can even set a passcode to control purchasing.

- Access your favorite movies and shows with Prism On Demand.
- Enjoy movies the same day they are released on DVD.
- Movies starting as low as $2.99 and new releases as low as $4.99.
- Available in HD.

- Free movie previews before you rent.
- Some releases available 28 days before Netflix® or RedBox®.
- 1, 2, or 3-day rental periods available – watch a show, pause and finish it later, or replay the show several times.
- No waiting or downloading required.
- Access to lots of **FREE** On Demand programs from your favorite channels.

NOTE

Prism On Demand cannot be recorded to the DVR. You can watch any On Demand program for up to 24 hours, so feel free to start over or pause, and continue watching your program later.

Premiums On Demand.

Watch the hottest shows on your schedule, with Premiums On Demand.

starz ON DEMAND · SHOWTIME ON DEMAND · HBO OD ONDEMAND · MAX OD ON DEMAND · encore On Demand · THE MOVIE CHANNEL ON DEMAND · FLIX ON DEMAND

NOTE

Want Premium Channels, but don't have them?
Please refer to the back cover for contact number.

Premium channels are included with Prism™ Premium package; additional monthly fee for each HBO, Showtime, etc., lineup will apply with basic Prism and Complete subscriptions. ©2012 Home Box Office, Inc. All Rights Reserved. HBO® and related channels and service marks are the property of Home Box Office, Inc.

Accessing Prism On Demand.

1 Ways to access:
   (A). Press **ON DEMAND** on your remote.
   (B). Press MENU, then **VIDEO ON DEMAND**.
   (C). Go to channel 1.

2 Use arrows on remote to browse shows by genre – even select by subcategories.

3 Select the video you want.

4 You can watch a preview of many Video On Demand and Pay Per View titles by choosing the title name, then Preview.

Pay Per View.

Access exclusive ringside events and more with Prism™ TV's Pay Per View.

Ways to Access:

1 Go to channel 2 or 101 (SD) depending on your market, or 1101 (HD).

2 On the remote, press **ON DEMAND**, then arrow right to **EVENTS,** then select an **ON DEMAND** category.

3 Press MENU, use the right arrow to **VIDEO ON DEMAND,** then arrow down to select **VIDEO ON DEMAND** category then arrow right to **EVENTS,** then select an **ON DEMAND** category.

TIP

You can watch any **ON DEMAND** program for up to 24 hours, so feel free to start over or pause and continue watching your program later.

HD Magnified.

Change the Aspect Ratio Settings to fit your TV.

1 Press MENU, use the right arrow to select **SETTINGS**, then the down arrow to Television, and then Screen Aspect Ratio, and then High Definition.

2 Use the arrows to select 1080i on HD screen, 720p on HD screen, Widescreen Standard Def, or 4:3 Standard Def.

3 Use the arrows to select Continue and press OK.

TIP

Press OK button on remote to quickly change the Aspect Ratio Setting on your TV.

Watch all your favorite HD channels in reach-out-and-touch-it picture quality with the ability to deliver up to 1080i picture resolution.

Watch all the gridiron action in razor-sharp definition from the best seat in the house – your sofa.

NOTE

In order to use CenturyLink® Prism™ HD service, you must have an HDTV and our Prism™ HDTV package. Don't have HD and would like to upgrade? **Please refer to back cover for contact number.**

High Definition (HD) service (included in Prism™ Complete and Premium packages; if elected for basic Prism™ TV service, a monthly fee will apply) is required to view HD channels.

Personal Media Sharing.

Share photos and music on your TV.

With Personal Media Sharing, you can access your stored personal photos and music from your PC and show them to family and friends on your TV. It's technology like this that makes CenturyLink® Prism™ TV truly advanced.

NOTE

Requires a Windows-based PC with Windows Media Player 11 or higher.

1 First, open Windows Media Player on your PC by clicking on the desktop shortcut.

2 Then, locate the Library button on the Windows Media Player toolbar.

3 Click the Library button and then click the Media Sharing button.

4 Select the Share My Media check box and click on the generic device icon labeled Unknown Device.

5 Then press the **OK** button.

NOTE

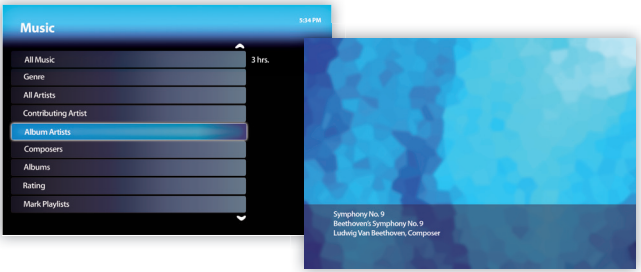
If multiple generic device icons appear, don't worry. Select and allow all of these devices. Your PC will then be configured to share media with your set-top box.

Playing music on your TV.

1 Select a Windows Media Connect server and use the up/down arrow buttons on your remote to select a music category.

2 Then press the **OK** button.

3 Select a song or playlist and then press the **OK** button. The media will begin playing and metadata will be displayed.



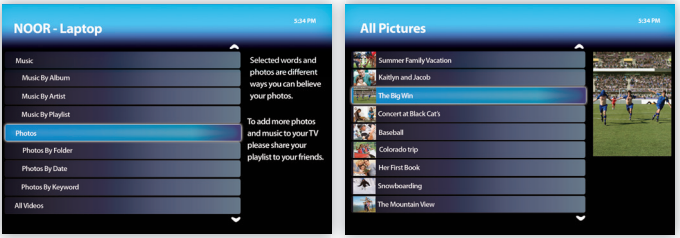
Viewing photos on your TV.

1 Select a Windows Media Connect server and use the up/down arrow buttons on your remote to select a photo category.

2 Then press the **OK** button.

3 Use the up/down arrow buttons on your remote. As the photo name is highlighted, a thumbnail will be displayed.

4 Press the **OK** button to display an individual photo or a slideshow.



Play music and view photos at the same time.

1 Select a photo, playlist or song.

2 Press the **BACK** ← button and select another photo, playlist or song and then press the **OK** button. Note: This media can't be the same type as the previous selection.

3 To exit, press the **MENU** button selected in step 1.

Microsoft Mediaroom is a trademark of Microsoft Corporation.

Interactive News and Information Dashboard.

Brilliant TV starts with brilliant features.

Want local news and weather and daily updates on gas prices as well as personal info? The Prism News and Information Dashboard gives you everything you need – right on your TV. You can even get your horoscope, recipes and lottery numbers on whatever channel you're watching.

1 There are 2 easy ways to launch the Prism Applications:

(A). Press **GO INTERACTIVE** on the remote.

(B). Press MENU on the remote, then select **PRISM APPLICATIONS.**

2 Once in Prism Applications, use the arrow keys to scroll left or right to choose from any of the applications.

3 To select applications in a certain category, use the down arrow until it is highlighted.

(Pressing B will add a selected app as a favorite – Pressing C will remove it.)

Localize your Dashboard and Prism Applications.

Press MENU → Scroll right to **PRISM APPLICATIONS** → Select **TV DASHBOARD** → Scroll down to select **SETTINGS** → Press OK → Scroll up to select **LOCALIZATION** → Press OK to open the localization screen.

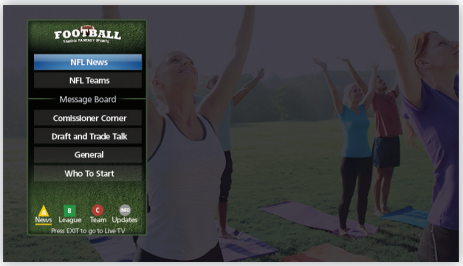
To begin selecting a location, select the letter that corresponds with the first letter of the country in which you live. Select the letter by scrolling up or down using the remote, and press OK . Repeat this step for the state and city in which you live, and then press OK to confirm your location.

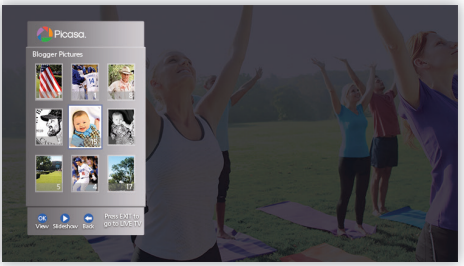
NOTE

Be sure not to abbreviate and to enter spaces.

After entering your location, scroll up and down to access the different Dashboard components including:

- Weather
- Recipes
- Lottery
- Horoscopes
- Applications
- Gas Prices
- Stocks
- Quotes
- Settings





On the dashboard, scroll right to enter and scroll left to return to the main screen.

Inside Prism Applications.

Games.

Play games like Repeat, Sudoku and Urban Jungle with the family.

1 Press **GO INTERACTIVE** button on your remote, then scroll to the right and select **GAMES.**

2 Use the down arrow to access games.

3 Use the arrows to highlight a game.

4 Press **OK** to begin the game.

Weather Channel.

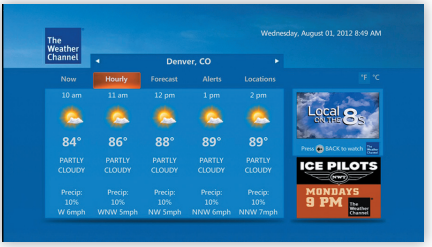
1 Press **GO INTERACTIVE** button on your remote, then scroll right to select **NEWS.**

2 Use down arrow to access **NEWS,** then use arrow to highlight the Weather Channel App.

3 Launch the Weather Channel App by pressing **OK**.

4 Use the arrows on the remote to navigate through options that include:

- Current Forecast
- Hourly Forecast
- Five-Day Forecast
- Alerts
- Locations
- Fahrenheit/Celsius



5 To add a location in the Weather Channel app, navigate to the right until "Location" is highlighted.

6 The default location that was selected when the Interactive Dashboard was set up will appear first as a selected Weather Channel location.

7 To adjust the Fahrenheit/Celsius setting, navigate to the right using the arrow key until the desired temperature measurement has been selected and press **OK**.

Facebook, Picasa and Yahoo! Fantasy Sports.

Step 1: Registration

(A). Navigate to: www.centurylink.net/prism_apps and log in if necessary.

- If you do not have a centurylink.net account, you will need to create one before doing this. **See back cover for contact information.**

(B). Enter your information and click save.

Step 1: Registration (Arizona, Colorado and Nebraska)

(A). Log in to www.mycenturylink.com.

(B). Enter your information and click save.

(C). Select the Prism tab.

(D). Select "Apps."

(E). Select the desired app to register.

Facebook

3 Select Facebook (if you have a Facebook account).

- Click Connect.
- Complete the Facebook login.

- Press **GO INTERACTIVE** button on your remote, then scroll to the right and select **FACEBOOK.**
- To navigate to the Facebook app, navigate on the category bar until "Social" is highlighted.
- Use the down arrow on the remote until Facebook is selected and press **OK**.
- Once launched, there is a bar on the left-hand side of the screen that includes the following features:

  News Feed – Using the remote, view content on your feed and view details by pressing **OK** on the remote.

  Share – Allows you to share what you are currently watching or movies you have rented recently.

  On Now – Allows you to see who is logged into Facebook at the same time as you.

  Friends – Lists friends and allows the ability to view pictures and posts by selecting **OK** once the friend's name is highlighted in blue.

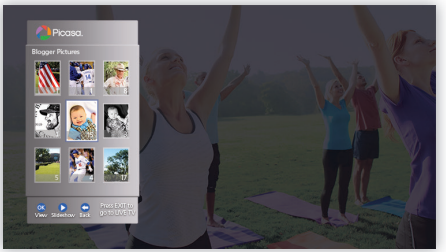
Photos – View photos on your profile and your friends' profiles by selecting OK on the remote. Pictures will be viewed in grid format, but to view full screen, simply select the picture and press OK. Press back to exit full screen or return to the Facebook menu.

Wall – To view someone's wall, select a friend and select OK on the remote. The wall will allow you to view all posts a person has made. Select a post to view the complete details.

Settings – Allows you to select the Auto-share option. Auto-share is a notification that will automatically pop up whenever you are watching a program. To select this option, select the box on the left-hand side of the screen and save.

Picasa

4 Select Picasa (if you have a Picasa account).
   - Click Connect.
   - Complete the Picasa login.



- Press **GO INTERACTIVE** button on your remote, then scroll to the right and select **PICASA.**
- To navigate to the Picasa app, navigate on the category bar until "Social" is highlighted.
- Once logged in, select a user profile and complete login.
- Once logged into the selected user account, select an album and press OK to view photos.
- Navigate through the album to view pictures using the arrow keys on the remote.
- When a photo is selected, it will enlarge into the Photo view.
- At the bottom of the picture, there are two options that can be selected to view pictures – Mosaic view and Slideshow view.
- The Mosaic view will allow you to view multiple pictures in a grid. To exit this view, press BACK TO TV on the remote.
- Once a picture is selected in the Slideshow view, you can begin the slideshow.
- Slideshow controls are operated by using the Play, Pause, Fast-Forward, and Stop functions of the remote.

Prism Mobile App.

Watch what you want – where you want – on any device you want.

For people that are always on the go, Prism on the Go is the perfect way to keep up with your shows. It lets you watch TV anywhere – on any device – even set your DVR remotely. Not to mention, you can also access To-Go channels like HBO GO®, MAX GO® and Video On Demand, too!

Prism on the Go – Most content can be viewed within your home only. Other functionality can be used from anywhere. Download and watch available for select shows and requires qualifying device and Wi-Fi connection. Terms and conditions available at app store.

Prism TV Apple app (iPhone/iPod/iPad)

To download from Apple device (iPhone/iPod/iPad)

1 Go to App Store.

2 Select search function.

3 Enter "CenturyLink."

4 Select CenturyLink® Prism™ TV and download.

5 After installation, select Prism™ TV app.

6 Enter centurylink.net or my centurylink.com Username and Password to access.

Prism TV Google Play app (Android phone and tablet)

To download from Android device (Smartphone or Tablet)

1 Go Google Play Store.

2 Search for "CenturyLink."

3 Select CenturyLink® Prism™ TV and install.

4 After installation, select Prism TV app from Google Play app store.

5 Enter centurylink.net or my centurylink.com Username and Password to access.

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Microsoft Mediaroom is a trademark of Microsoft Corporation.

Accessing Online TV from www.centurylink.net

1 Go to centurylink.net.

2 From home page select "Prism" tab.

3 There are multiple ways to find a program to watch online. Select from the following tabs:

Watch TV – Overview

TV Listings and DVR – TV guide and access to recordings

Networks – Alphabetical listing of online TV networks

Browse TV Shows – Alphabetical listing of shows. A filtered search by genre and network is also available

4 Make your program selection.

5 Enter centurylink.net Username and Password.

6 Watch program.

Accessing Online TV from www.mycenturylink.com

1 Go to mycenturylink.com.

2 From home page select "Watch TV" tab.

3 There are multiple ways to find a program to watch online. Select from the following tabs:

Watch TV Online – Overview

TV Listings – TV guide

Networks – Alphabetical listing of online TV networks

Browse TV Shows – Alphabetical listing of shows. A filtered search by genre and network is also available

4 Make your program selection.

5 Enter mycenturylink.com Username and Password.

6 Watch program.

Channels on the Go.

Go Channel Setup Steps Online:

1 Go to network's site.

2 Log in to account.

3 Find page dedicated for On Demand or live TV. (If using dedicated Go channel site, skip this step.)

4 Select provider.

5 If you don't have an account name and password, you will need to create one to access Go programming. Please call to create one (see Help Desk number on back cover).

6 Insert CenturyLink home page username and password.

- Press **GO INTERACTIVE** button on your remote, then scroll to the right and select **GO CHANNELS.**

Mobile Device:

1 Download network channel app.

2 Select the login button.

3 Select provider.

4 Insert CenturyLink home page username and password.

HBO GO® and MAX GO® are only accessible in the U.S. and certain U.S. territories where a high-speed broadband connection is available. Minimum 3G connection is required for viewing on mobile devices. Some restrictions may apply.

Advanced Parental Controls.

Manage who watches what with locking controls.

To access Parental Controls, you will need your system **PIN** provided to you at installation. Or, refer to back cover for contact number to establish a new **PIN.**

1 Press MENU on your remote.

2 Use the right arrow to highlight **SETTINGS.**

3 Select General, then scroll right to **PARENTAL CONTROLS** and press OK.

4 Select **PARENTAL LOCKING –** you will be prompted for your system **PIN.**

5 You may then enter or create a viewing **PIN.**

6 After entering the **PIN,** you will be able to control viewing by rating, channel, program, etc.

TIP

To view a restricted channel or program, select Unlock on the screen and enter your **PIN.**

Locking On Demand video rentals.

1 From **PARENTAL LOCKING** screen, use the down arrow to select Change next to rentals and press **OK** .

2 Use right arrow to select Lock Renting and press **OK** .

3 Use left arrow to select Save and press **OK** .

4 Press EXIT TO TV to return to live TV.

Troubleshooting.

Frozen picture, no picture or sound on one TV – but other TVs work fine?

1 Make sure the set-top box is powered on and connected to the TV.

2 Make sure the TV is powered on.

3 If you are still experiencing trouble with this TV, try unplugging the set-top box from the wall and then plugging it back in after 5 seconds. Test again after the box fully reboots.

TIP

Access the 411 channel for system options and future instructions.

Certain features may vary by location. Prism™ TV Terms and Conditions apply; visit www.centurylink.com for details.

Not sure what the wireless encryption key is for your Internet service?

1 Follow the directions under the corresponding device (below) to locate your wireless encryption key.

Cisco

1 Locate the serial number on the bottom of the device.

2 The wireless encryption key (WEP) is the number 0 followed by the Cisco's complete serial number.

2-Wire

1 On the bottom of the 2-Wire, the key will be listed next to the Wireless Network Key.

C2000A

1 Locate the Key/Passphrase at the bottom of the device.

Need additional help?

1 See page footer of the user guide for options to receive immediate help.

Frequently Asked Questions.

How do I access Caller ID on my TV?

You must have home phone service with CenturyLink to enable this feature. If you'd like to switch to CenturyLink, call 800.201.4099.
To access: Press MENU – Settings – Call Log.

How do I turn on Caller ID on my TV?

To turn on/off: Press MENU – Settings – Caller ID/on or off.

What if my Set-top Digital Box won't turn on?

1 Check to make sure the set-top box is plugged into a live electrical outlet.

2 If the answer is yes, try resetting the box as described in the Troubleshooting section.

The remote won't control the Set-top Box.

1 Ensure that the remote has fresh batteries.

2 Ensure that the upper left button flashes when receiver control buttons are pressed. If not, press that button and try again.

I have video but no sound.

Check the physical connections between the receiver and the audio player (TV, stereo receiver, etc.).

The receiver will not respond.

Try resetting the box as described above, in the Troubleshooting section.

How many receivers with DVR functions can I have in my home?

You need one receiver for each TV from which you want to view the Prism service.

How many hours of recording time does my DVR have?

1216 Capacity – 106 hours of SD, 42 hours of HD
1232 Capacity – 230 hours of SD, 91 hours of HD

Will my DVR record on more than one TV in my home?

Yes, your DVR's recording function can be accessed on up to 4 TVs in the home.

Can you record with the DVR and watch another channel?

Yes, you can watch or record up to 4 shows simultaneously. See page 5 for more information.

Can parental locking be used with Video On Demand?

Yes. See page 22-23 for more information.

If a program is locked, do I need a PIN to record it?

Yes. See page 22-23 for more information.